MITSUBISHI ELECTRIC

apricot

PHONE, FAX and INTERNET

Frequently Asked Questions

Apricot Message Centre

Message Centre - Contents Help

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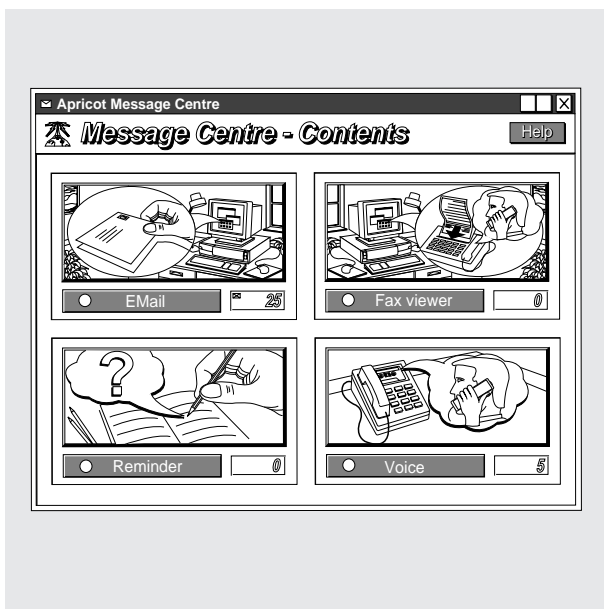
Designed for
Microsoft®
Windows®95

Phone, Fax and Internet

Frequently Asked Questions

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Your Apricot PC and on-line services

Q What is the purpose of this booklet?

This short booklet answers the questions that our customers most frequently ask about using a modem to connect their computers to the telephone network.

To get the most out of this booklet, you should be familiar with basic Windows 95 features such as the desktop and the taskbar, and with actions such as pointing and clicking with the mouse. If these things are unfamiliar to you, refer to the *Introducing Microsoft Windows 95* book that came with your computer.

Q Why would I *want* to connect my PC to the phone network?

By connecting your computer to the phone network, you can access a wealth of information and on-line services.

Using the software we provide, together with the facilities included in Windows 95, you can set up your computer to act as an answerphone and a fax machine.

Another good reason for connecting to the phone network is to get access to the Internet, and in particular the World Wide Web, which you've probably heard so much about.

Once you have Internet access you also have the ability to exchange electronic mail (e-mail) with other people who are also on the Internet.

Q What is the Internet?

The Internet is a global network of computers that allows many millions of computer users (like you) to share and exchange information. Hundreds and thousands of computers linked to the Internet hold huge quantities of information that you can access from your PC.

Q What is the World Wide Web?

The World Wide Web (abbreviated WWW or W3 or just called "the Web" for short) is largely responsible for the recent popularity and success of the Internet.

The Web is a vast collection of "pages" all linked together via the Internet. A typical Web page contains words and pictures – often like a magazine page – but also interactive content such as animations, video clips, and audio segments. To view these pages, you need a special program called a Web browser. Hundreds of new pages appear each week. By clicking on words, pictures and icons within the browser, you can navigate from one site to another quickly and simply.

Q What do I need to use these services?

Nothing! Or rather, we've provided everything you need, pre-installed on your computer.

♦ To physically connect your PC to the phone network, we've fitted a **modem** inside your computer (applies only in certain countries).

♦ To get you connected to the Internet, we've provided the **Infotrade Internet** service (this offer applies only in the United Kingdom). And to navigate through the Web, there's the Microsoft **Internet Explorer** Web browser.

♦ To receive voice and fax messages, we've provided the **Answerphone** program, which works together with the Microsoft Fax service already included in Windows 95.

♦ To review the e-mail, voice and fax messages you've received, we've provided the **Message Centre** program. You can also use the Message Centre to compose and send e-mails.

The Infotrade Internet, Answerphone and Message Centre software are all pre-installed on your computer's hard disk, ready to use. The Answerphone and Message Centre are part of the Easy Manager software collection.

Setting up your modem

Q What is a modem?

The telephone network was originally designed to be good at transmitting human speech, but computers don't communicate by making noises at each other the way people do. A modem is simply a device that translates computer signals into sounds that the telephone network can convey, and back again.

Q How do I connect the modem to the phone network?

A modem cable is supplied with your computer. You plug one end into the modem socket on the back of the computer, and the other end into a normal telephone wall socket. The Welcome Mat that came with your computer illustrates this procedure.

Hint
You can't make or receive telephone calls or faxes while your PC is connected to the Internet, unless you have more than one phone line.

Using Infotrade Internet

Q What is Infotrade Internet?

Infotrade Internet is an Internet service provided by Infotrade Limited, a subsidiary of Mitsubishi Electric, the makers of your Apricot PC.

Infotrade also offers a variety of personal finance services. However, these on-line services are entirely optional and separate from the Internet service.

To find out more about the Infotrade Internet service, double-click the **Infotrade Internet Help** icon on the Windows 95 desktop.

InfoTrade
Internet Help

Q Are there other Internet services I can choose?

Although we recommend the Infotrade Internet service, and have made it very easy for Apricot PC users to subscribe to it, there are other possibilities.

On the Windows 95 desktop is an icon for **The Microsoft Network**, which is the on-line service provided by Microsoft itself. And in the **On-line Services** folder (also on the desktop) you will find setup programs for other on-line service providers.

Hint
*The icon on the desktop labelled **The Internet** starts the Internet Explorer Web browser. Although it has been set up to allow easy access to Infotrade, it is not tied to any particular Internet service provider.*

Q How do I subscribe to the Infotrade Internet service?

To subscribe to our Internet service you need to run the Infotrade Internet And Fax Setup wizard, then go on-line to register your details with Infotrade. If you use the wizard, Infotrade Internet and Microsoft Fax services are set up automatically at the same time.

Before you begin, make sure you know your Infotrade Account Number. This number can be found on the Infotrade Internet leaflet supplied with your Apricot PC, and takes the form of a single letter followed by seven digits; for example: **D1234567**.

To set up the Infotrade Internet and Fax services

1. Double-click the **Infotrade Internet and Fax Setup** icon on the Windows 95 desktop.

Infotrade
Internet and
Fax Setup

The first screen of the Infotrade Internet and Fax Setup wizard appears.

2. Type your name (if not already filled in for you), your Infotrade Account Number (identified on the Infotrade Internet leaflet supplied with this product), and the phone number to which your PC is connected.

Note
Your fax number is automatically added to all the faxes you send.

3. Click **Setup now** to continue.

4. Check that the information displayed on this screen is correct. If anything needs to be changed, click **Re-enter information**. Otherwise, click **Information is correct** to continue.

5. On the final screen of the wizard you are given some advice about what to do next. Click **Finish Setup** to complete the setup.

6. You are now prompted to restart your PC. (If not, you must restart it yourself as follows: click the **Start** button in the Windows 95 taskbar, click **Shut Down**, select the **Restart the computer?** option and then click **Yes**.)

Once your PC has restarted you can go on-line and register with Infotrade.

To register with Infotrade
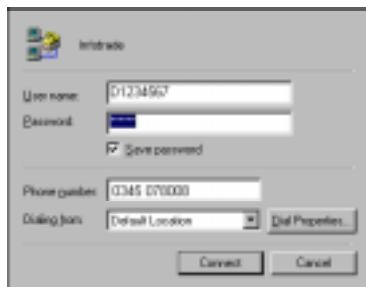
Before you begin, make sure you know your Infotrade Account Number and Infotrade password. These are identified on the Infotrade Internet leaflet supplied with your computer.

1.   Double-click on **The Internet** icon on the Windows 95 desktop to start Internet Explorer.

     The Infotrade first page appears. (If some other page appears instead, type **C:\INFOTRDI\APRFIRST.HTM** in the Address box and press Enter.)

2.   Click the **Registration** button. The Dial Up Networking dialog appears.

3. Type your Infotrade Account Number in the User Name box and your Infotrade password in the Password box.

    Important

    Don't type your own name in the User Name box! Infotrade is expecting your account number.

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4. Click **Connect**. This connects you to the Infotrade site.

5. On the first Web page, click the **Accept** button to accept the terms and conditions relating to the Infotrade Internet service.

6. On the next Web page, click **Continue**.

    The Enter Network Password dialog appears.

7. Type your Infotrade Account Number in the User Name box and your Infotrade password in the Password box. Click **OK**.

8. In the subsequent Web pages, type your name, address, home and daytime telephone numbers, and credit card details, in the spaces provided. Click **Finish** to complete the registration process.

    Note

    If you encounter any problems during registration, you can start over again from the beginning.

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9. At this point you can exit from Internet Explorer, or go on to explore or "surf" the Web.

Q How do I access the Web?

You connect to Infotrade and access the Web as follows:

1. Double-click on **The Internet** icon 🌐 on the Windows 95 desktop to start Internet Explorer. The Infotrade first page appears.

2. Click the **Infotrade** logo. The Dial Up Networking dialog appears.

3. Type your Infotrade Account Number in the User Name box (if it is not already filled in for you), and your Infotrade password in the Password box. Click **Connect**.

Your computer connects to Infotrade, and Internet Explorer displays the Apricot/Infotrade start page. You are now on the Web!

4. At this point you can do any one of the following:

    ◊   Click on the **Apricot InTouch** or the **Infotrade** logo to visit these sites.

    ◊   Choose **Web Tutorial** from the **Help** menu to visit Microsoft's introduction to the Web, or choose **Best of the Web** from the **Go** menu to discover Microsoft's choice of interesting Web sites.

    ◊   Choose a bookmarked site from the **Favorites** menu.

    ◊   Type the URL (uniform resource locator) of a Web site in the Address box and press Enter.

    ◊   Click the bar labelled **Click here for Infotrade Account information** if you want to check on the status of your account or change your account details (including your Infotrade password).

5. If you want to search the Web you can do this through either Apricot InTouch or Microsoft, whichever you prefer:

   ◊ Click the **Apricot InTouch** logo to go to the Apricot InTouch home page. Click **Exploring the Net** to see a page that includes links to several well-known search sites.

   ◊ Choose **Search the Web** from the **Go** menu to go to Microsoft's search site (or click the **Search** icon in the button bar).

Using the Answerphone and Microsoft Fax

Q   What does the Answerphone program do?

The Answerphone answers your incoming telephone calls automatically. Calls may be either voice or fax messages.

♦ A voice message (also known as voice mail) is recorded by the Answerphone and can then be replayed in the Message Centre.

♦ A fax message is received by the Answerphone (using the Microsoft Fax service included in Windows 95) and can then be reviewed in the Message Centre.

Note
The Answerphone program does not enable your computer to be used as a "hands-free" telephone, even if a microphone is attached.

Q   How do I turn on the Answerphone?

Initially, the Answerphone is turned off, although it puts its icon in the taskbar every time you start Windows 95.

To turn on the Answerphone

1. Double-click the **Answerphone** icon 🗙 in the Windows 95 taskbar.

2. Click the **General** tab.

3. Click the **Answerphone is OFF** button. The legend on the button changes to "Answerphone is ON".

4. Click the button below the ON/OFF button to set the Answerphone to **Answer immediately**, or **Answer after 3**, **5** or **10 rings**. Again, the legend on the button changes when you click it.

5. Click **OK**.

   For more information, click the **Help** button on the Answerphone program.

When an incoming voice message is received, the Answerphone records it (for up to a maximum of three minutes). Recorded messages can be played back in the Message Centre.

Q How do I set up the Microsoft Fax service?

The easiest way is to use the **Infotrade Internet and Fax Setup** wizard as described earlier in this booklet.

Q How do I set up the Answerphone to receive faxes?

Turning on the Answerphone is sufficient to get it to accept voice messages, but not fax messages. This is because the Answerphone uses the Microsoft Fax service, which is initially set not to answer incoming calls.

To set up the Answerphone to receive faxes

1. Double-click the **Answerphone** icon 📠 in the Windows 95 taskbar.

2. Click the **General** tab.

3. Select the **Receive incoming faxes** option, then click **OK**.

4. Click the Microsoft Fax icon 📠 in the Windows 95 taskbar.

5. In the Microsoft Fax Status dialog, click the **Options** menu then click **Modem Properties**.

6. In the Fax Modem Properties dialog, set the Answer Mode to **Answer after 3 rings** then click **OK**.

Once received, fax messages can be viewed in the Message Centre.

Q Can the Answerphone tell the difference between voice mail and fax messages?

Yes. If you turn on the Answerphone and set it up to receive fax messages (as described above) it will be able to accept both types of call. When a call comes in, the Answerphone first plays the default operator message:

> "*To leave a voice message, press 1; to leave a fax message, press 2.*"

If the caller presses **1** on his telephone keypad, the Answerphone plays the following outgoing message and then records the call as a voice mail message:

> "*I'm sorry no one can come to the phone now. Please leave your message after the beep.*"

If the caller presses **2**, or if nothing happens after a few seconds, the Answerphone treats the call as an incoming fax message.

If you attach a microphone to your computer, you can change the default operator and outgoing messages to suit your needs. Click **Help** in the Answerphone program for more information.

Note
Apricot PCs are not supplied with microphones.

Q How do I compose and send a fax?

There are two ways to do this. One way is to use the Compose New Fax wizard to compose and send the fax directly. The other way is to compose the fax in a wordprocessor (or similar) application and then "print" the fax document with Microsoft Fax rather than your usual printer.

To compose a fax with the Compose New Fax wizard

1. Click the **Start** button in the Windows 95 taskbar, then click **Programs**, **Accessories**, **Fax** and **Compose New Fax**.

2. The first time you use the Compose New Fax wizard, you are asked to identify the location from which you are sending the

fax. This question is intended for users of portable computers. Since you have a non-portable PC, select the **I'm not using a portable computer, so don't show this to me again** option, then click **Next >** to continue.


3. Type the name and fax number of the person you want to call. If you want to send the same fax to more that one person, use the **Add to List** button to add their names into the Recipient list. Click **Next >** to continue.

4. Select the type of cover page you wish to use from the list of predefined samples. To take advantage of off-peak phone call charges, click **Options** and select the time the fax is to be sent (remember, your computer needs to be on at the defined time to be able to send the fax). Click **Next >** to continue.

Note
You can create your own fax cover page with the Cover Page Editor, but the procedure is beyond the scope of this booklet. See the Help in Cover Page Editor for more information.

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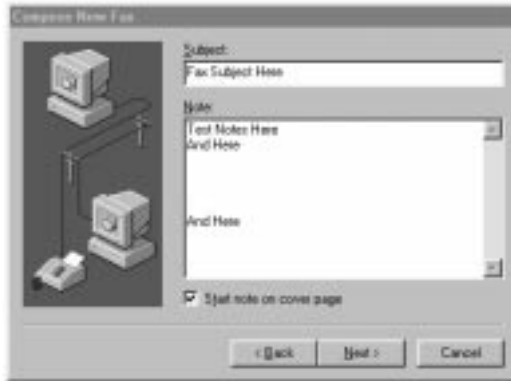
5. Type the title of your fax in the Subject box, and the text you wish to send in the Note box. When you have finished typing your note, click **Next >** to continue.
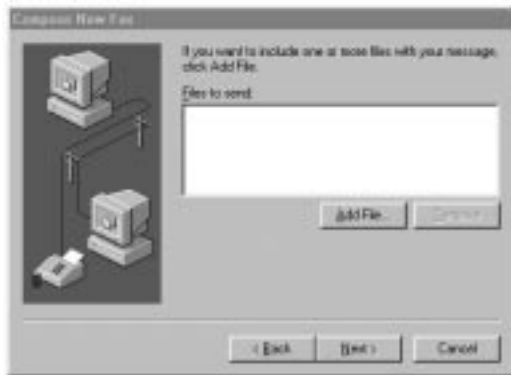
6. If you want to send a previously-created file with the fax, perhaps containing pictures in addition to text, click **Add File** and select the file from the displayed list (you will need to remember the folder the file was saved in). You can include several files in the same way. Click **Next >** to continue.

7. If you are content with the selections you have made, click **Finish** to begin the transmission.

    The Microsoft Fax Status window appears and shows the various stages of the fax transmission.
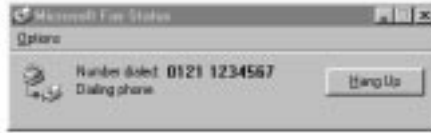
Once the fax has been sent, the modem disconnects from the phone line and the Microsoft Fax Status window disappears.

To compose a fax in a wordprocessor

1. Use a wordprocessor or similar program to compose the fax you want to send. When you are ready, click the **Print** command in the **File** menu.
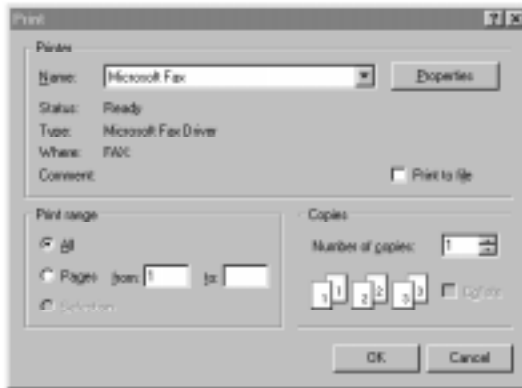
2. From the Printer Name list, select Microsoft Fax and click **OK**. The Compose New Fax wizard starts as previously described. The only difference is that in this case you are not asked if you want to include a file with the fax.

Q **What does a red flashing light on my PC mean?**

It means that you have received a voice message, an e-mail or possibly a fax message. Use the Message Centre program to review these messages.

Using the Message Centre for electronic mail

Q What does the Message Centre program do?

The Message Centre is the place where your incoming electronic mail (e-mail), voice and fax messages are kept for you to review, and where you can compose and send your own e-mail. The Message Centre also keeps copies of certain "reminders" set up using the Media Manager (see the Help in the Media Manager and the Message Centre for more information).

The Message Centre window indicates the number of messages of each type. The presence of unread messages is marked by a small envelope icon.

Note
E-mail, voice mail and faxes can also be reviewed with the Windows Messaging program included in Windows 95. However, the Message Centre represents these different messages in a way that is more familiar to a new computer user.

Q ## How does the Message Centre represent e-mail?

The EMail window of the Message Centre shows an In tray and an Out tray.

♦ The **In** tray contains all your incoming e-mail plus any e-mails you are still composing.

♦ The **Out** tray contains all your outgoing e-mail that is waiting to be delivered.

Each e-mail item is shown as either an envelope or a parcel, depending on whether or not a file has been attached to it. Once you have read an e-mail, the envelope or parcel is shown as having been opened. All delivered e-mail is shown with a postage stamp and a postmark.

Q ## What is my e-mail address?

If you subscribed to the Infotrade Internet service, your e-mail address is derived from your Infotrade Account Number. For example, if your account number was **D1234567**, then your e-mail address would be **D1234567@infotrade.co.uk**.

Note
You cannot use your name as your Infotrade e-mail address. For example, an address such as john.smith@infotrade.co.uk *would not be recognised.*

Q ## How do I compose and deliver e-mail?

Because you are paying for the phone call all the time you are connected to the Internet (on-line), it is best to compose your mail messages while you are not connected (off-line) and then go on-line to deliver them.

To compose an e-mail message

1. Double-click the **Message Centre** icon 🗾 on the Windows 95 desktop, then click **EMail**.

2. Click **New**.

3. In the To box, type the e-mail address of the person to whom you want to send the message. If you want to send the e-mail to several people, separate their addresses with semi-colons.

   Alternatively, click the **To** button to open an address book, and choose the names of the recipients from among those listed. (If the person you want is not in the address book, you can add him now. Click the **Help** button in the Message Centre Address Book dialog for more information.)

4. Type the title or subject of the e-mail in the Subject box. Use a descriptive title so that the person receiving your mail can tell at a glance what it is about.

5. Type the text of the e-mail in the main part of the window.

6. If you want to attach a file to the e-mail, click **Add File** and browse to find it. The name and icon associated with the selected file are added to the message.

7. When you have finished composing the e-mail, click **Outbox** to add the message to the Out tray.

   Alternatively, if you want to leave the message and complete it later, click **Go Back**. The unfinished message is added to the In tray. (To resume editing the e-mail, bring it to the front of the In tray and click **View**.)

To deliver the e-mail messages in the Out box

1. Double-click the **Message Centre** icon on the Windows 95 desktop, then click **EMail**.

2. Click **Deliver**.

3. If you are not already on-line, the Message Centre connects to Infotrade and you are required to logon. In the User Logon dialog, type your Infotrade Account Number in the User Name box and your Infotrade password in the Password box. The Logon Domain box can be left alone.

Note
This assumes that you have subscribed to Infotrade Internet service. The procedure is similar for other Internet service providers. Contact your service provider for further information.

The Message Centre delivers all the e-mail messages in the Out box and checks to see if there are any new (incoming) messages.

4.   Click **OK** when this operation completes.

Outgoing mail is removed from the Out tray once it has been delivered, but the Message Centre keeps a copy of it until you decide to delete it. To view sent mail, click **Sent mail** in the Email window.

For more information about the Message Centre, click the **Help** button in its main window.

Q   ## Can I edit a message after I've put it in the Out tray?

Yes. Bring the message to the front of the Out tray and click on the message. When asked if you want to cancel the delivery, click **Yes**. You can then edit the message and either return it to the Out tray by clicking **Outbox** or put it in the In tray by clicking **Go Back**.

Q   ## How do I receive e-mail?

If you subscribed to the Infotrade Internet service, every time you go on-line you are told if you have any e-mail awaiting collection.

To transfer e-mail from Infotrade to your PC

1.   Double-click the **Message Centre** icon on the Windows 95 desktop, then click **EMail**.

2.   Click **Deliver**.

If you are not already on-line, the Message Centre connects to Infotrade and you are required to logon as described earlier. The Message Centre collects your incoming mail and puts it in the In tray.

3.   Click **OK** when this operation completes.

4.   To view the e-mail at the front of the In tray, click **View**.

5.   To reply to this e-mail, click **Reply**. Otherwise, click **Go Back** to return to the Email window.

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